



The

# IPSSAN

Mission Statement: The Independent Pool & Spa Service Association, Inc. exists for the mutual professional benefit and growth of its members and for the continued improvement of the pool and spa service industry.

VOLUME XXXII, NUMBER 9

September 2020

## California Capitol Report

# CPSA Opposing 3 Terrible Employment Bills



The California State Legislature is in the last few weeks of its COVID-19 shortened legislative session, and there are several very bad bills being considered in the name of the pandemic. Each of these bills amounts to another big financial hit on employers struggling to survive the restrictions, and openings and closings being imposed on them by the Governor and local health officials.

### Workers' Compensation

Probably the worst of the bills being considered are bills aimed at reimposing a rebuttable presumption wherein an employee who contracts COVID-19 did so as a result of employment and therefore making it an injury for purposes of workers' compensation. As you may recall Governor Gavin Newsom signed

an Executive Order (EO) imposing such a presumption on employers in March but limited its application to between March 19 and July 5, the duration of the public emergency declared in relation to the pandemic.

However, organized labor groups have been pushing aggressively to pass legislation which would extend such a presumption retroactively from July 19 and have it in effect permanently. Three bills were amended on this subject, AB 196, AB 664, and SB 1159. Both AB 196 and AB 664 proposed a conclusive presumption. Hundreds of employers and trade associations, including California Pool & Spa Association (CPSA), signed a letter this week in oppo-

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# Sept. BORD Member Interview – Adam Morley, Region 4 Director and IPSSA National Secretary

For 2020, each monthly IPSSAN will feature a BORD member and why they are so dedicated to IPSSA and association membership.

Region 4 includes five chapters: Central Los Angeles, East Long Beach, South Bay, Westside, and Whittier.

What year did you join? I joined in 1989.

1. Why did you join? I purchased a pool route and the guy I bought it from said "come to an IPSSA meeting". He introduced me to the chapter folks and his parting words to me: "This is what you do, join IPSSA and get your health license".

2. How has IPSSA helped you over time? IPSSA has helped me to be a better pool professional. What I find astounding is I can go to a chapter meeting with my potential competitors and they were/are there to answer my questions. I find that tables have been turned, now I get asked questions, and I can give back to my fellow pool professionals.

3. Why do you serve as a BORD member? The first time I served as a BORD member, I had



not had an opportunity to serve as an officer of my chapter because they didn't have anyone in the region that wanted to step up as a region director. That was such a great experience. I learned so much from my fellow BORD members, back then, and even now. I believe serving on the BORD has helped me be a better

leader as a pool professional.

4. What are you passionate about? I am passionate about my daughters, wife and family. I have several hobbies I enjoy; for instance, I play on several hockey teams, I like to target shoot and I am part of an off-road racing team. Most recently, I have taken up golf.

## Associate Management Team

### Rose Smoot IOM, CAE - Executive Director

Email: rose@ipssa.com  
Duties: requests to and from BORD, associate member relations, governance information and requests for documents, IPSSA sick route oversight, Education Fund guidelines, grievance information, chapter governance tools, IPSSA.com website updates.

### Penny Gaumond - Project Resource Specialist

Phone: 888-360-9505, Ext. 2  
Email: info@ipssa.com  
Duties: trade show materials requests, tabletop material requests, codes for water chemistry test, process orders from chapters for sick route coverage cards, IPSSA merchandise & book order fulfillment, social media posts

## Member Services & Finance Team

### Frank McDonald - Finance Director

Email: frank@ipssa.com  
Oversees day-to-day membership transactions and accounting. Prepares IPSSA financial reports, chapter shares and census report.

### Ian Bailey - Accounting

Phone: (888) 360-9505 x1  
Email: accounting@ipssa.com  
Duties: invoicing members, process payments, processes (financial) tax data, Swim Fund, track members that are water chemistry certified

### Shyann Brown - Membership Assistant

Phone: (888) 360-9505 x1  
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Duties: membership applications, transfers, cancellations, change of address or contact information, auto-pay sign up or one-time payments, chapter rosters and chapter officer updates

## IPSSAN Newsletter

### Doug S - IPSSAN Editor

Email: editor@ipssa.com  
Duties: IPSSAN content, IPSSAN advertisements

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There are dozens of courses available, in the following categories:

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Once you have purchased your online training course, within one business day you will be emailed a link to the IPSSA training portal and an access code to activate your online class.

Prices for the classes range from \$19.95 to \$259, with most in the \$19.95 category. And, IPSSA members will be rebated 35% of their class fee upon completion.

## Things to do in September

- Clean salt systems and other specialty units
  - Filter maintenance
  - Heater maintenance

DO NOT HOLD DATED MATERIAL

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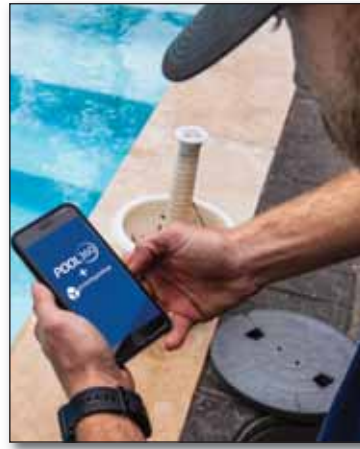
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The NEW Virtual Reality

By Heather Howard POOLCORP Marketing Program Manager

The expression "necessity is the mother of invention" has never been more true than it is today. Who ever dreamed that we would all get to see the inside of major television personalities' homes - because they're broadcasting from them via mobile phone cameras?! Imagine how different the COVID-19 crisis would have been if it had happened just a little more than a decade ago.

Though we have yet to come up with a way to truly enjoy the benefits of a swimming pool virtually, technology in our industry continues to move at an incredible pace. Automation controls like Pentair's IntelliConnect, Fluidra's iAquaLink, and Hayward's OmniLogic help give homeowners more time to relax and increase their enjoyment of their outdoor living spaces. Cleaners have the ability to "learn" our pools. Devices and Apps that monitor water chemistry help pool owners work in conjunction with their service pro or retailer to maintain their pool



water while maintaining a safe distance.

But these last few months have proven that technology's impact on our industry goes much deeper than that. The current environment is forcing businesses and consumers alike to adopt new tools and practices at a faster pace than ever before.

Curb Service

Social distancing has made pool companies find creative ways to work with their customers through teleconferencing, home deliveries, and curbside pickups. Email, texting, and Social Media messaging have

become lifelines for quick and easy communication.

According to POOLCORP's Chief Marketing Officer Donna Williams, SCP and Superior Sales Centers and NPT Design Centers have had to find new ways to interact with customers - and technology is the key. "Our POOL360 online ordering site, in conjunction with Priority Pickup service, allows dealers to place their orders in advance and have products ready and waiting for them when they arrive at the Sales Center. Our new Bluestreak Kiosks enable our Sales Associates to break away from the Sales Counter and complete transactions right at customers' vehicles while practicing social distancing."



"To help our dealers promote their own new services like deliveries and curbside pickup, POOLCORP's Marketing Team created a variety of signage options that can be ordered online and shipped straight to their store," Williams says.

Right In Your Own Backyard

NPT's Augmented Reality App NPTBackyard is helping pool builders and remodelers help their customers select pool tile, pool finish, and decking products right from their own backyard space. Williams explains that the Marketing Team recently expanded the App's capabilities by conducting online webinars to demonstrate how to utilize the App in conjunction with a array of videoconferencing programs (like Teams, Zoom, Skype, or Hangouts) to be able to have live interaction with consumers while they're creating their virtual pool and selecting their products. "Now our dealers can share the NPTBackyard App LIVE with their customers, even with Social Distancing restrictions in place," Williams explains.

The good news is that long after restrictions are lifted, we will all have gained new tools, new knowledge, and new skills that will allow us to work more efficiently, effectively, and FASTER - though we may not have thought we were ready to learn and implement these things so quickly!

Looking Ahead

Williams adds, "I am optimistic that we will all recover quickly from this. Though it's been extremely tough for all of us to see what was looking to be a nearly-perfect spring season turn so quickly - we are all ready to make up for lost time!"

"When I joined the company in 2007," Williams says, "POOLCORP and the whole industry were 'riding the wave'. The wave crashed. Many people thought

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# On the Lighter Side

By Robert Blade

## A Million to One Shot

Chances are you've still got a pool or spa that has the potential for bather entrapment, hair entanglement or evisceration. It is a sure bet, of the millions of pools and spas built, many still need safety drain covers and secondary suction. Most commercial facilities have had corrections, but all pools and spas need to be absolutely safe. I just started a new service on an old pool (c1982) and guess what monster was lurking in the depths of the attached spa. Bingo! The two suction drains in the spa floor were for two separate pumps, not one, and the covers were the old flat type grate to boot. You can bet the spa and pool now have anti-vortex, anti-hair, anti-evisceration covers and a written memo to the customer to have split drains installed when replastered if not sooner. Take a good second look at all your pools and spas for any suction hazards. It may be a million to one shot, but if the equalizer float valve assembly with diverter plate (whatchamacallit,) located under the skimmer basket, locks when the water level is low, will the main drain create a single suction point hazard? Don't risk it, fix it. Don't gamble with your customers. They are priceless.

## Color Movie Review

Just when you thought it was safe to go back in the movies, Hollywood put out another "scare everybody out of the water" flick. Lady in the Water was released this weekend, much to the protest



Robert Blade

of pool service professionals coast to coast. This movie is all wet. The only redeeming feature is that it may provide some form of public awareness for main drain bather entrapment. The theatrical trailer shows a motel maintenance man having trouble with unwanted bathers (a mermaid of sorts) and a dark creature spreading black algae spores all over the pool. The pool in the movie has dirty tile, a missing skimmer weir, and the pool heater does not display an ASME "certified for commercial use" stamp. No thank you! I'd rather watch my old VHS tapes of, Oscar worthy, Walter Matthau in the classic Bad News Bears when he has the whole ball team out cleaning his pools or even Mel Gibson in Lethal Weapon 2, taking on the bad guys with only a leaf rake on a telepole.

## Color Coordinated

Why can't the pool industry try to color code the products for those of us who won't (or can't) read the ingredients on the label? What is sodium hypochlorite

anyway? I've tried to spray paint different colors on the container caps, when the case comes in, but what if the cap gets mixed up? How about for starters labels and or containers could be colored: chlorine / yellow, soda ash / orange, dry acid / red, chlorine neutralizer / green, baking soda / pool blue, trichloro-s-triazinetriene granular black algae grenades / black, etc... use a Crayola crayon box of names for the rest of the stuff.

## Colorless

You have got to try this great new product I found at the local hardware store and I've seen it in some grocery stores too. This stuff is definitely Pool Bob approved as, "Great for Pools and Spas." It is called X-14 and is found in the cleaning supplies section. It comes in a Dark Blue trigger spray bottle; costs only about \$5.00 for a quart and boy does it work! X-14 removes above waterline algae, takes off spa cover mold, and kills microscopic "cooties" in the filter cartridges. It makes everything clean and bright. The amazing active ingredient is sodium hypochlorite, whatever that is.

## Kicking the Buckets

"Bob, you have got to get rid of all those empty pool tab buckets," said my beloved.

"But honey, I will use them all sooner or later. You don't expect me to just throw them away?", I replied. Then I offered, "Wouldn't you like another kitchen recycle bin so you can now separate the paper recyclables from plastic? I'll betcha

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# Smart Service routes— it's all about efficiency

*Are inefficient service routes costing you time and money? Use the latest mobile software technology to make the most of your service routes*

By Rachael Pritz

To make the most of your service business, you don't want staff stuck in traffic or techs on a service call for which they are over or under-qualified. The goal is to efficiently perform the most jobs in the least amount of time to generate the most revenue in every hour of the service tech's day. Prior planning combined with the latest mobile software technology can help make the most of your service routes.



Rachael Pritz

### Best Planning Tips for Efficient Service Routes

Successful swimming pool and spa service companies plan their service routes and use mobile technology to maximize their profits. Three of the most important planning tips include:

1- Optimize Pool Tech abilities—Pair techs for greater efficiencies—sometimes 2 techs will get 8 jobs done together where splitting up that team results in only 6 jobs completed. Team-up techs with complementary skills.

jobs more efficiently.

3- Minimize driving time—Avoid rush hour by giving service techs local jobs near the office from 7am-9am then send trucks to the farthest point from the office as the second stop after the morning rush. Then move techs 'back' toward the office to finish their jobs at the end of the day. Added benefit: Techs can more

mobile technology to improve business operations. Look for software that has powerful 'mobile' components that make service techs incredibly efficient

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2- Group 'Service Type' for each truck—Be sure each truck is stocked with all the items needed for the same type of service call. Techs with the right materials and tools complete their scheduled

easily 'swap' with one another for emergency calls etc.

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# Pool Equipment Renovation — While making pools look better, be sure they also work better & more efficiently

By Phil Bach, Pentair

When it comes to pool renovation, consumers generally call their pool professional when their pool looks old, or their pool liner is leaking, or the consumer is in a new stage in life and wants the pool changed to meet their new needs. But pool renovations should go beyond the aesthetics or basic functionality of the pool.

Renovation needs to include an updating of the pump room equipment. With the many new advances in energy efficient pool pumps, filters and automation, renovating the pump room equipment might even provide more customer satisfaction than the liner change. More importantly, today's pool equipment is not only more energy efficient, but makes owning and maintaining a pool much simpler.

## Changing lifestyles, changing water circulation

One of the most common reasons for renovating a pool is that the homeowner's life style has changed. Interestingly enough, renovating a pool because the pool is being used differently, will also likely change how the water circulates in the pool. This immediately puts the renovation of the pump room to the forefront of the renovation conversation. Kathi Belcourt, manager a Aqua Tech Pools in Winnipeg, Canada, says this is a frequent conversation she has with pool owners looking to renovate their pools. "We very often have clients call us because

they no longer have school-age children using their pool so their pool has changed from being used for cannonball parties to being used for cocktail parties," explains Belcourt. "However once there are fewer swimmers in the pool, the water actually does NOT circulate as well. In fact, since swimmers actually move the water very effectively and keep it circulating having no swimmers in the water decreases circulation and inevitably increases algae growth."

Belcourt and her team like to take the time to explain to their customers that once the pool water isn't moving and circulating as it did when the pool was filled daily with children, the filter doesn't do its job as well and the chemicals in the pool need to work harder to combat things like algae. "As a family tends to age out of a pool, circulation radically goes down as children age out of the pool, literally" says Belcourt. She explains that the best way to move water is to have people in the water moving it. "Lack of water circulation leads to dead spots in the pool water which leads to surface algae on the pool as the water is not getting filtered, nor is it being properly sanitized and heated, it's just using up the pool's bank account of chlorine."

## Variable speed pumps make maintenance easier

Once the pool owner gets a better understanding of how important it is to continuously circulate and move water through

the filter, they begin to understand why the maintenance of the pool is going to get harder if they no longer have kids constantly swimming in the pool. "This is the eye-opening 'a-ha' moment that makes it easy to start the conversation about the need to upgrade to one or more variable speed pumps and how the pump room will work more efficiently so pool maintenance is easier and more cost-effective," explains Belcourt.

It's important that pool professionals be able to discuss how a variable speed pump can also make pool maintenance easier than a single speed pool pump. Historically, pumps with induction motors, which operate at only one or two speeds, tend to draw more energy than is required to circulate the pool water. These units must constantly operate at high speed to perform demanding jobs, such as running a waterfall or pool cleaner. However it takes far less power to simply keep the pool water filtered—a difference single-speed pumps cannot address. From a maintenance perspective, keeping pool water effectively filtered keeps maintenance to a minimum. By having the pool pump operate at slower speeds but operate all the time, the water is constantly circulating thus allowing the filter to do its job correctly and the chemicals in the water to work more effectively, so the pool water stays clean with very little effort on behalf of the pool owner.

## Water Feature additions point



Phil Bach

## toward variable speed pumps

When pool professionals talk with their clients about potential features to add to a pool during a renovation, water features are always at the top of the list of ways to enhance the beauty and tranquility of the pool in the backyard. "This is especially true for pool owners whose children are now adults and the pool is more of a gathering place rather than a swimming hole," explains Belcourt. Whether it be a waterfall, grotto, bubblers or laminar jets, all of these features work best if they are running with a variable speed pool pump. As water features jump to the top of the list of features that pool owners want to incorporate into their pool renovation, the need for a variable speed pool pump surfaces once again. "Unfortunately, using a single-speed pool pump to control a slide and bubbler isn't ideal because a single-speed pump doesn't allow the customer to adjust the flow of these other features," explains Belcourt. "Being able to control the flow so you don't have water gushing down the slide or a huge geyser coming out of your bubbler is very important to customers who want to customize the effect of their water feature."

## Customize pool renovations with VSPs

Every family is so very different and every pool is so very different but a VSP really allows you to customize the mechanics of the pool water. Since water features have become one of the top renovation items added to a pool, customizing the water features with a variable speed pump allows pool professionals to create a truly unique pool, customized to the client's desires. "We like to program the variable speed pumps on our water features to create 'moods' for our clients," says Belcourt. On a recent renovation, Aquatech added both a waterfall and laminar jets to an older pool to create more ambiance for the owners who now use the pool to enhance their backyard. "We helped create several mood settings for the client including, what we called 'The Vegas Setting' programmed so the water features all go on at once with the lighting.

We also programmed a setting that has the laminar jets go on by themselves only, which they decided to call 'The Chardonnay Setting', giving them that delicate sound with a small amount of water to enhance the backyard experience," explains Belcourt. Pool professionals can program water features with just one variable speed pool pump using various valves. Belcourt points out

that the standard circulation mode they programmed for the client will be used about 80-90% of the time but knowing that this client does a lot of entertaining in the backyard, they also added an 'ultra-low' setting that is as quiet as possible for her client to use that keeps noise to a minimum but the water is still circulating and filtering actively so their salt unit will actually produce chlorine to keep the pool water properly sanitized.

## Variable speed pumps reduce energy usage and lower operational costs

Because Variable speed pumps can be programmed to operate at set speeds to deliver the correct flow rate for each task they perform, the pump consumes less energy and ultimately reduces operating costs for pool owners. These pumps can also be programmed to achieve turnover times of exactly six hours, even if the filter is dirty. This allows the motor speed, power and energy needed to be less during times when filters are clean, instead of sizing the pump to assume worst-case operating conditions.

Some VSPs even have built-in constant flow software that maximizes the advantages these pumps have, as it will automatically adjust its speed to deliver the required flow rate for each programmed task. These units were introduced about 2-years ago and are known as Variable Speed & Flow or VSF pool pumps. For instance, if an arching laminar water feature requires 40 gpm to produce a smooth 6ft arc of water, the pump will automatically ramp up its speed when it senses resistance in the circulation system (e.g. as the filter accumulates dirt) to continually provide the proper flow rate. When talking to consumers about the Variable Speed and Flow (VSF) pool pump, the analogy is much like that of a cruise control on an automobile that adjusts its power as the car goes uphill to maintain a specific speed. With other pump types, the water feature will gradually throw a shorter arc of water as the filter gets dirtier. No matter what type of pump is being used, however, slower pump speeds save energy because they use less energy. Slows speeds also dramatically reduce noise levels and wear and tear on the other pool equipment the water flows through.

## Lower energy usage, lower costs

Pool professionals often hear customers complain about their summer electrical bills increase significantly when they open their pool, provides a terrific opportunity to introduce the concept of the variable-speed pump. Reducing electrical costs invariably will pique their interest and most consumers understand the benefits of doing everything they can to make their homes energy efficient. Consumers want to do their part to be eco-friendly. "Our local province of Manitoba is heavily rebating these VSP pumps by giving a \$300 rebate on the customer's hydro-electric bill," says Belcourt. "We push the clients toward VSPs because of the different programming, the savings and all the other benefits including better circulation and

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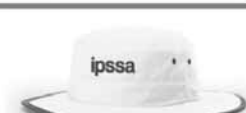
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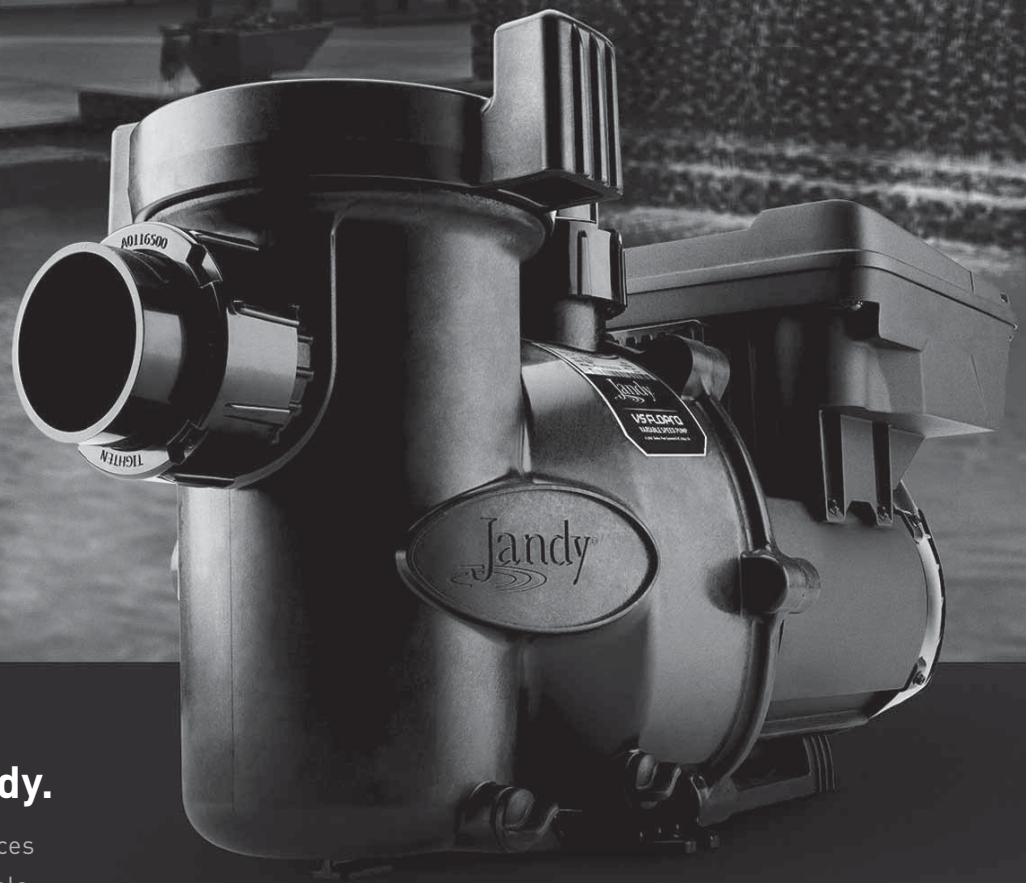
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VARIABLE-SPEED PUMP

## IPSSA CODE OF ETHICS

As a member of the Independent Pool and Spa Service Association, Inc., I will utilize my professional knowledge and skilled practical workmanship in providing quality customer service. To that end, it will be my responsibility to keep informed of developments in the pool and spa industry including new techniques and product applications.

My second obligation will be to the members of IPSSA by giving them any professional assistance they may need including sick route coverage. With respect to sick route coverage, I will treat sick route clientele with professionalism and respect, and will not solicit the business of a sick route client while providing sick route coverage.

My final responsibility will be to my community and its citizens. I will strive to communicate the necessity for pool safety and other issues of importance to pool and spa owners.

In these ways, I will promote the ideals and objective of the Independent Pool and Spa Service Association, Inc.



## On the Lighter Side

*Continued from page 4*

you could use another waste basket in each room too.”

My precious answered, “NO, THANK YOU! One five-gallon waste bucket in each room is plenty, in fact the one in the bathroom is definitely too big. Honestly, you have got to do something about all those buckets. There are way too many of them in the front and back yard and they’re a mess. The neighbors complained and now the city says they will give us a citation for having a bucket hoard eyesore. People must think we’re crazy!”

“Oh, they’re just jealous, sweetheart. They all wish they had more buckets themselves, I’m sure of it. Don’t the neighborhood kids play in the front yard with our kids all day long in the ‘giant bucket castle’? And didn’t I give at least four dozen buckets for the city maintenance crews to use for tree planters last month. What more do they want? My buckets are perfectly good, mighty handy and downright valuable,” I said.

She answered aggravated, “Did you already forget that three story castle disaster you built, collapsed, and almost crushed our

little Wally Bob. And I am certain the city workers just threw your so called ‘planter buckets’ in the dumpster. So here’s the deal, buckaroo, the buckets go or I go!”

I guess she really means it this time. I didn’t know my darling was going to be such a tough sell, so I pulled out all the stops and went for the Ben Franklin Sales Close. “My love, did you know the big hardware stores sell buckets for five dollars, apiece. And that’s without a lid. Why, according to my calculations, baby doll, we have a white gold mine worth about 20 grand in the backyard and that’s not even including all the smaller buckets. Just give me one good yard sale and we will be able to take that long awaited family summer vacation, to see your folks, in Bakersfield.”

After a moment my dearest said, “Here’s your dinner, Mr. Big Bucks.” She served me spaghetti in a 10 pound tablet bucket, the salad in a 5 pound plaster patch pail, my dessert pie on a bucket lid and my drink in a DE scoop. Okay, I can take a hint, but she better not say anything about my empty test reagent bottles.

# LET’S

# TALK ABOUT

# NOTHING



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## The NEW Virtual Reality

*Continued from page 2*

that could never happen. Real Estate would only increase in value, not decrease. The installed base of pools would only increase, never decrease or even stay stagnant. So, what is different now? We’ve learned to be mountain climbers instead of surfers. We’ve all fought for what we have and no longer take it for granted. We may have slid down the mountain a bit, but we’re going to climb back up. We will be innovative as we find new ways to fulfill consumer demand.”

And thanks to many families’ new-found appreciation for their homes and outdoor living spaces, we anticipate that future demand will be strong. Your local Sales

Center, along with the manufacturers represented in this publication, and many more, are ready to help in anyway we can!

*POOLCORP Vice President and Chief Marketing Officer Donna Williams joined the company in 2007, bringing more than 20 years’ experience in marketing, sales, sourcing, and global product management with some of the most established consumer and commercial brands including: John Deere, Maytag, Craftsman, Homelite and Weedeater. She currently serves on the Board of Directors of the Pool & Hot Tub Alliance (PHTA) and was instrumental in the consolidation of the APSP and the NSPF to form the PHTA in 2019.*



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# Health Insurance and you in 2020

**By Geoff Matthews,  
Health Insurance Specialist  
with the Personal Touch**



**Geoff Matthews**

**What is Insurance?**

Whether it's Health, Auto or Property, insurance is the transferring of an unknown financial risk to a third party, the insurance company.

**Insurance is financial protection of your income and assets.**

Over the last 25 to 30 years, the big insurance companies; the Blues, Cigna, Kaiser and Aetna, etc. have spent an obscene amount of money lobbying our law makers to create a money machine industry out of our health care in an environment of smoke and mirrors and their only concern is their own bottom line.

Who are these companies ultimately responsible to? You or their shareholders? If it's you, then why does a doctor need authorization (referral approval) from the insurance company to provide treatment?

Shouldn't that be between you and your doctor?

Let's take a very simplified look at the insurance company's business model –

Income (premiums) -vs-

Expense (salaries, cost of medical care) = Profit/Loss. The consumer is charged highest premium allowable and must pay the medical professional as little as possible, taking the health care decisions away from the doctor and the patient. They are making the decisions about your health care, utilizing a profit and loss scenario even though they make things look like it's you they care about.

At the same time, the big insurance companies have condi-

tioned us to believe that Health Insurance is designed to pay for all of our medical needs. Yet they design their policies with copays, deductibles and co-insurance. This means that after you have made your large monthly premium payment, you still must pay to see the doctor or get a prescription filled and meet a deductible that the average American never meets.

Then, if by chance, you do meet your deductible, most are still faced with co-insurance where the insurance company only pays for part of your treatment.

On average, over a 1/3 of bankruptcies and those that lose their home, are due to unexpected medical expenses. Amazingly over 2/3 of these people thought they were covered because they had "Major Medical coverage".

Before the big insurance companies got involved with our health care and turned it into health management, the average American that had health insurance had a defined benefit indemnity type of coverage.

A defined benefit indemnity policy provides the policy holder a specific amount for each cov-

ered area.

With a defined benefit indemnity policy, YOU choose the dollar amount of coverage, YOU choose who provides you medical care and where, and YOU choose whether or not you want to take advantage of the network that you have available.

A health insurance policy through Health Coverage 365 puts you in the driver's seat of your health care and your premium. Health Coverage 365's commitment to personal service is second to none. We are committed to work with you before and after your policy is in place helping you find the level of financial protection for your health care

that meets your needs.

Give us a call or email and we will be more than happy to serve you.

Remember, insurance is a personal decision in protecting the assets you have worked so hard to create and deserve to keep.

Thank you for taking the time to read my article.

*Geoff Matthews Health Coverage 365  
info@healthcoverage365.com (888) 401-8111*

*After a very successful 25 year career as a Swimming Pool Contractor in San Diego, CA, in 2012 Geoff and his wife Johana retired and became full-time RVers. In 2018 we were introduced to the nation's best valued Health Insurance.*

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## Pool Equipment Renovation

*Continued from page 6*

cleaner, clearer water that is easier to maintain and they additionally save money on electricity and save money by using less chemicals because the water circulates better so the filter can do its job better so less chemicals are required."

Rebates from local utilities validate what pool professionals tell the consumer. "We explain that the variable-speed pump is going to save them money and Manitoba Hydro is even going to pay you to get that power off their grid," says Belcourt. "It's a terrific bonus to have the utility company validating the information you are giving the pool owner."

Be sure, as pool professionals, that you are using all the resources available to explain the energy and cost savings—and leverage these resources in your sales conversation. For example, having the Pentair cost-calculator on display allows staff to quickly show clients the financial savings of switching over to variable speed pool pumps. Explaining that the monthly electrical savings combined with rebates from local utilities can make the investment less sizeable, might also help close the sale. "We know with absolute certainty that pools renovated with new variable speed

pumps will lower their electricity costs by 60-80%—we've seen customers go from paying \$400.00 per year in pool pump electricity with a single speed pump who are able to lower their costs to \$75.00 per year in pool pump electricity with a variable speed pool pump," says Belcourt. "The electricity savings plus the rebate from the Manitoba Hydro makes a variable speed pump an excellent investment, not to mention the pumps last much longer than single speed pumps." Know the numbers — from electrical savings to utility rebates — and how to communicate the savings effectively and simply.

**Comprehensive renovations make for happy customers**

A new vinyl liner, water features and lighting all make for an amazing pool renovation. Pairing these upgrades with new variable speed pumps, filters and automation make the renovation complete, both inside and out. Aquatech finished one such renovation this month and Belcourt explains that the customer was beyond happy. "Not only did I receive a lovely bottle of chardonnay and a generous gift certificate to a terrific local restaurant, I even received a hug during COVID!" Belcourt says the client was so

happy with their renovated their pool that now fit their needs and is easier to maintain. "It was amazing that the entire renovation project conversation was precipitated by a conversation with the husband about the green algae developing in their pool which led to a conversation about how the pool was being used and how the pool could be changed to fit the client's needs, and ultimately how to make the pool more beautiful and easier to maintain," says Belcourt. "I can't wait to hear how delighted they will be in 1-month, 3-months and 6-months from now when they see their lower hydro bills."

**About the author:**

*Phil Bach is the senior sales manager for Pentair Aquatic Systems in eastern and central Canada. He has been working in the pool industry since 1978, starting as a pool service technician. Bach joined SwimQuip in 1988 and stayed with the company as it became Sta-Rite and then Pentair Water Pool and Spa. He can be reached via e-mail at phil.bach@pentair.com.*

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## VOLUNTEER SPOTLIGHT

IPSSA's newly launched Volunteer Spotlight feature puts our amazing volunteers front and center in the IPSSA Community! We want to use this unique opportunity to thank the wonderful individuals that continuously donate their time and energy to help IPSSA and the pool and spa industry thrive. We encourage all IPSSA members to connect with these star volunteers to let them know about the Spotlight. To be featured in our next Volunteer Spotlight, in the IPSSAN, Face Book and YouTube email your picture, pictures of any information that supports the spotlight, and answer a few questions. Forward to [info@ipssa.com](mailto:info@ipssa.com).

1. Tell us about yourself
2. Tell us about your volunteer experience with IPSSA. Project in the past that would be featured as a spotlight.
3. Why did you decide to become a volunteer
4. How has volunteering impacted your career
5. How has being involved with IPSSA made a difference in your community or outreach to the public

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# Easy Pool Upgrades for an Energy-Efficient and Beautiful Pool

From Fluidra/Zodiac (Jandy)

From joining the smartphone revolution to using environmentally friendly methods of maintenance and new technologies that are energy-efficient and add ambiance to backyard swimming pools, pool design and construction has modernized significantly with the times. Pool owners are looking for easy ways to update their pool, technologically and aesthetically, to join the 21st century — and here's how you can help them.

*Continued on page 17*

## ❖ New Products ❖

### Natural Chemistry PRO Series® Liquid Cover™ decreases evaporation & heat loss to extend season

Natural Chemistry's PRO Series Liquid Cover gives pool professionals a simple solution to offer to customers that want to extend the swimming season by decreasing heat loss and evaporation in swimming pools—eliminating the need to physically place and remove a pool cover. It's important to point out to pool owners that every gallon of 80°F pool water that is lost to evaporation is the equivalent of losing 8,729 BTUs of energy! PRO SERIES Liquid Cover's advanced mono-layer technology dramatically decreases evaporation and heat loss to keep pool water warm while reducing heating bills. The product also reduces the need for water adjustments from water loss—save heat and save water! Extend the swimming season into the fall and help consumers save money.

www.naturalchemistry.com 800-753-1233

Direct product link:

<https://naturalchemistry.com/commercial-products/pro-series-liquid-cover>



### RAMUC offers New & Improved Coping Spray Paint for pool pros

Ramuc's offers a new and improved Coping Spray Paint allows pool service professionals to renew the vibrancy of pool coping avoiding expensive and time-consuming coping removal. Created to brighten, restore and protect the pool's existing coping material, Ramuc's Coping Spray Paint quickly gives pools a fresh new look while also protecting pool coping from becoming chipped, dirty or faded in the future. Easy to use, environmentally safe, and economical, this paint provides a white-gloss finish, is non-skid, low VOC and comes in a 12-ounce can. Ideal for use during pool renovation, closings and openings.

(800)-745-6756 ramucpoolpaint.com

Direct product link:

<http://www.ramucpoolpaint.com/media/25555/copingspray-paintss.pdf>



### ColorLogic® Color LED Replacement Bulb

Hayward® ColorLogic® 120V LED Replacement Bulbs are a quick, cost-effective way to upgrade standard incandescent pool lights to vibrant, color-rich, energy-efficient LEDs. Installation does not require rewiring or fixture replacements. A UL-listing ensures seamless retrofitting into Hayward® or other 120V pool housings—making ColorLogic lights a simple way to add a splash of color to any pool.



Features & Benefits:

- 10 fixed colors and 7 color-changing light shows
- 92% more energy-efficient and 10x longer life than incandescent bulbs
- Easily retrofits into Hayward or other 120V pool housings
- Optimized for use with Hayward Omni® automation systems, providing additional control and features (instant navigation to desired colors or light shows, dimming capabilities, speed adjustment for light shows and access to 10 additional colors)
- Bulb type: R40
- Expert Line™ products are only available through your local pool professional.
- 3-Year limited warranty

### Pentair's New & Improved AQUATRAM® 90+ Lift provides ADA-Compliant Pool Access

AquaTRAM® 90+ pool access lift that rotates 90° left or right for easy pool access. The lift has an increased lifting capacity of 400 lbs and has an improved reach to clear spa benches and most gutter types. This lift anchors directly into the deck with popular Quickset Dual Wedge™ Anchor socket—making it removable without tools & easy to retrofit in existing anchors. Includes dual flip-up armrests, comfortable seat with adjustable lap belt and footrest plus simple-to-operate controls. Fully ADA compliant, this unit is also solar kit option ready with a rechargeable battery-powered operating system. Ideal for use when renovating aquatic facilities to be ADA compliant!

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If linked online:

<https://www.pentair.com/en/applications/enjoying-water/waterparks-theme-parks/deck-equipment/ada-compliant-pool-lifts.html>



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Item # 101057  
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August 1 thru September 30

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Commercial (Pool)

# IPSSA Board of Regional Directors

## Highlights from August 8, 2020 Meeting

By **Rose Smoot**  
Executive Director

IPSSA Board of Regional Directors - Highlights from August 8, 2020 Meeting

The BORD met virtually through Zoom.



Rose Smoot

**BORD Members Present:**

David Hawes, Region 1; Manuel Margain, Region 2; Terry Snow, Region 3; Adam Morley, Region 4; Michael Denham, Region 5; John Dixon, Region 6; Michael Harris, Region 7; Michael Lee, Region 8; Becky Clayson, Region 9; Stan Phillips, Region 10; Todd Starner, Region 11; Neal Holt, Region 12.

**Contract Staff present:**

Rose Smoot, CAE, Executive Director

**Vendor Member Present:**

Ray Arouesty, Arrow/HUB Insurance Services

**Guest:**

Paulette Hester, Region 11 and Treasure Coast Treasurer

*Noted, Todd Starner replaced Derric Raymond as the Region 11 Director, effective June 1, 2020.*

**Financial report:** Hawes reported on IPSSA financial standings.

- As of June 30, YTD actual the loss was less when compared to budget by \$63,971. YTD actual when compared to June 30, 2019, the loss was less by \$7,701.

- Changes to revenue (income) for 2020, IPSSA Inc receiving all of the membership dues. Last year and in the past, your membership dues, which were referred to as fees, were allocated to IPSSA Management Company and IPSSA Inc. The full \$165 per member is now going to IPSSA Inc.

- Expense decreased when compared to last year and budget due to, accounting fees, professional fees, BORD and Outreach travel. Travel expenditures were less mainly because of the pandemic, COVID-19. Hawes stated that over the past few years, the Leadership Event averages around

\$100,000 in expenditures each year.

**Committee Highlights:**

**Executive Committee:**

- BORD MSC: November BORD meeting virtual in place of in person. At this time, gatherings are not allowed indoors, due to the pandemic, COVID-19.

- Leadership Event, more than likely, it will be a Hybrid Event. Stay tuned, announcements on the format will be out in October.

- Chapters should resume meetings via electronic format, whether it is telephonic or virtual video meetings. No reason not to have meetings.

**Finance Committee:**

BORD approved four policies MSC:

1. Reserve Policy- instrument that safeguards how reserve assets are used and replaced.

2. Reserve Investment Policy Statement: policy that dictates how funds are to be invested

3. Education Fund Investment Policy Statement: policy that dictates how funds are to be invested



In keeping with COVID-19 restrictions, the BORD held it's 8-8-2020 meeting in a virtual setting.

4. Fiscal Management Policy & Procedure: policy that places internal controls on how IPSSA assets and liabilities are to be handled.

**Legislation & Regulation:** Snow reported that CPSA has entered into an agreement with PHTA to provide services. Snow reported that CMAHC a virtual

event this coming October.

**Marketing & Communication Committee:** Phillips mentioned the Why IPSSA Brochure and having 5 message points printed for handouts.

**Membership Program Committee:**

Membership program committee launched a survey, Friday,

August 7 to entire IPSSA membership. Results of survey will be reported at the November BORD meeting. Check member portal to take part of the survey and have your opinion heard.

**Insurance Report:** Arouesty reported on the claims from January 1 through July 7, 2020. Discussed legionnaire cases.

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**BORD Meeting**  
Nov. 6, 2020 • Virtual

May 2020 BORD meeting minutes published in the IPSSA Member portal

Retrieve the Arrow/HUB Insurance Claims Report, via IPSSA Member Portal under resources. If you can't find it there, check out the IPSSA Chapter toolbox, it will be waiting for you there.

# Save the date for Vote on the Code 2020!

October 21-23, 2020 CMAHC Vote on the Code Triennial Conference

Every 3 years, CMAHC members can take part in the CMAHC process to update the MAHC and have their input heard by CDC as it revises and releases the next edition of the MAHC. The three-day conference will include a series of virtual presentations, discussions, and debates that run from October 21 through October 23, 2020.

As a CMAHC member, you have the unique opportunity to be part of the CMAHC process to

update the MAHC to review, comment, and vote on all Change Requests in full.

- First, you can make your "virtual voice" heard by submitting Change Requests to speak to MAHC issues you think are important.

- Second you can comment and provide new data on other submitted Change Requests that highlight needed improvements, or point out important deficits of the Change Request

that will be seen by all CMAHC members, the Technical Review Committee, and the seven Technical Committees. Your feedback could impact the overall Technical Review Committee review and Change Request revisions.

- Third, you can add your "actual voice" to the discussion at the CMAHC Vote on the Code Conference.

- Fourth, all members can submit comments on the CRs

before, during, and for several weeks after the conference to provide further data that could influence how other members vote. These comments can be used to add new data to the conversation and further explain how you think members should vote.

- Fifth, all members are able to vote on each and every one of the Change Requests when

voting opens at the start of the Conference.

- Sixth, members are eligible to be members of Technical, Ad Hoc, and Standing Committees to assist the progress of the CMAHC before the triennial conference.

As a CMAHC member you are invited to attend this year's virtual conference for free. If you aren't a member you can join for \$100 Not a member? to participate in the conference for free and vote on the change requests following the conference.

## Smart Service Routes

Continued from page 5

in the field.

**Instant Access:** In field staff can instantly access all customer information and equipment profiles when they purchase a industry specific pool and spa software with a "Mobile Live" app that syncs with office business software. Forget the hassle of going back to the office to look up important customer information such as spa cover dimensions, liner dimensions or equipment warranty dates.

**Instant Payment:** Stop chasing customers for payment! Take credit card payments instantly in the customer's backyard and watch your cash flow quickly improve!

**Instant Schedules:** Techs can views their schedule in real time on their phone or tablet. This even allows for instant modifications in the schedule as needed.

**No more paperwork:** Add items used on the job to the customer's invoice in the field. This feature eliminates the need for office staff to manually enter handwritten slips. Have techs send emailed invoices or have office staff review prior to emailing.

**Mobile tracking & GPS routing:** Clock in and out of jobs onsite and have techs tracked by GPS viewable on a map. Track time spent on jobs and view reports that show profit per tech based on the number of jobs completed in a day. GPS routing gives service businesses the ability to cut down on payroll, gas, mileage and vehicle wear!

**Better Business:** Using a "Mobile Live Service" software app gives techs the ability to text message from the service schedule to make customers aware of appointments before and after they happen. Techs can also create electronic 'Door Hangers' that include before and after pictures showing the work done. Some of the mobile service apps even offer a water lab integration giving techs the ability to test the water and have the results sent automatically saved in the software for record keeping of results and can even be added to the customer's post-visit electronic door hanger.

If you are a pool and spa company considering the purchase of software to improve the efficiency of your service department, use the planning tips mentioned earlier and be very organized. Good planning habits will ensure you have good, clean and useful data to bring into a new mobile business software solution.

**About the author:**  
**Rachael Pritz**

*Rachael Pritz has been active in the pool industry for more than 20 years, which has provided her with an all-encompassing expertise in the trade. She worked at a local pool store while pursuing her master's degree at the University of Pittsburgh, Pa. With her technical skills and industry knowledge, she joined the launch of RB Retail & Service Solutions in Pittsburgh in 2003. She can be reached via e-mail at rachael@rbcontrolsolutions.com.*



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## Calling all IPSSA Regular Members!

IPSSA is recruiting for volunteers to serve on the IPSSA BORD committees.

The committees meet four times a year through video or conference call. With this format very little time is taken away from your business or family. You will be able to work with the IPSSA BORD to ensure your organization is doing all it can to help the members and the community it serves.

The committees are as follows:

- Marketing and Communications - designs and implements strategies for promoting IPSSA by continuously strengthening its brand and developing web, social media, and print materials (including the IPSSAN). MCC's objective will be to execute a

comprehensive marketing and communications strategy which clearly presents IPSSA's mission and its services.

- Legislation and Regulation develops and implements strategies to ensure that the association's public policies and government affairs activities are fully addressed and communicated.

- Membership Program - promotes and facilitates the recruitment and continuity of IPSSA members.

- Education - provides advice to the BORD on the strategic directions and development of the educational activities of IPSSA and supports the ED FUND.

Please submit your email intent with your name, and committee you wish to serve. Those wishing to volunteer may select one-committee to serve. Committees may have no more than eight to serve on a committee. If interested, please submit your name right away. If you are not selected for the committee of choice, please know that committees change throughout the year and we will keep your name on file. If you are interested or would like more information about the committee purpose and how best you can serve, please feel free to contact me, Rose Smoot at 888-360-9505 or rose@ipssa.com

## Pentair Rebate Program



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Pentair Aquatic Systems appreciates the support of IPSSA membership. Pentair is pleased to continue offering IPSSA a rebate incentive based on individual product purchases of each member.

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and colored lights.

For IPSSA to receive payment each member must register individually on the Pentair IPSSA Incentive Program Registration Form (hyperlink for form) click here and also available on the IPSSA member portal site. This will allow Pentair to monitor and collect electronically from participating distributors purchase details, or direct from the member purchases for the rebate accumulation.

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The Pentair Incentive Program dates reflect purchases made from October 1, 2019 through September 30, 2020.

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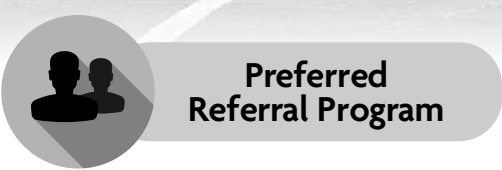
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**CPSA**

*Continued from page 1*

sition to SB 1159 scheduled to be heard in the Assembly Insurance Committee on Tuesday, August 11. Employers are making the point that the circumstances in effect at the time of the Governor's EO are different now. The state is no longer under a shelter-in-place order, whereby, California's 58 counties are currently in various stages of reopening. Employers are bearing the financial cost of health care for their employees and the costs associated with making changes to their businesses, such as installing safety equipment and providing PPE for their employees. Adding increased costs of workers' compensation is a triple hit on employers at the worst possible time, especially because the majority of workers spend over 70% of their time away from the work environment, even if they work a 40-hour week.

Both AB 664 and SB 1159 have been amended to impose a rebuttable presumption on employers of first responders, medical personnel, and grocery workers. However, SB 1159 would extend that presumption to all employers if the employer has either five (5) workers or 5% of their workers, depending on the size of their workforce, who contract COVID-19 within a 14-day period. These provisions are intended to deal with the spike the state is seeing in agricultural workers, warehouse workers, and janitorial operations. Employers and insurers have pointed out the 5/5 worker provision and the timelines in the bill would be impossible to administrator as well as would create mountains of litigation. More on these bills later.

**COVID-19 Reporting**

A second bad bill is AB 685. This bill would require employers to provide specified notices to employees, Division of Occupational Safety and Health, Department of Public Health, and others if an employee is exposed to COVID-19. The stated goal of the bill is not necessarily objectionable, given the current crisis; however, there is a very serious issue relative to the implementation of the bill and the potential penalties on employers who would not be able to comply with the requirements of the bill. For instance, AB 685:

1) Requires that, if an employee is exposed to COVID-19, an employer must take all of the following actions within 24 hours from when the employer knew or reasonably should have known of exposure to the employee:

a) Provide a notice to all employees at the worksite where the exposure occurred that they may have been exposed to COVID-19. This notification shall be, at a minimum, in writing in both English and the language understood by the majority of the employees. Employers shall also make every reasonable effort necessary to notify workers verbally.

b) Notify the employees' union, if any. The notice requirement for the employees' union must also be in writing in both English and the language understood by the majority of the employees. Employers shall also make every reasonable effort necessary to notify the union verbally.

c) Notify all employees and the union, if any, of options for exposed employees including COVID-19-related leave, company sick leave, state-mandated

leave, supplemental sick leave, or negotiated leave provisions.

d) Notify all employees and the union, if any, on the cleaning and disinfecting plan the employer plans to implement prior to resuming work.

e) Notify the Division of Occupational Safety and Health of the number of employees by occupation with a COVID-19 positive test, diagnosis, order to quarantine, or death that could be COVID-19 related.

f) Notify the California Department of Public Health and the appropriate local public health agency of the number of employees by occupation with a COVID-19 positive test, diagnosis, order to quarantine, or death that could be COVID-19 related.

2) Provides that any failure to provide any of the required notifications is a misdemeanor and be punishable by a \$10,000 fine.

However, unlike many classic workplace injuries or illnesses, this may be impossible for an employer can reasonably be asked to know if a worker fell through a floor, slipped and fell, or was exposed to a noxious chemical, but in the era of asymptomatic COVID-19 carriers, this is far more difficult.

1) What if the employee's identity is unknown, and therefore the potential identities of the exposed employees are unknown? Should the employer send the notice to all employees?

2) Would sending the notices by email comply with the law? Would a recorded voicemail constitute verbal communication?

3) Should workers who are working from home receive a notice? If so, how?

4) If the employer believes (or knows) that the COVID-19 exposure did NOT happen at work, would they be permitted to delay the cleaning? Or delay the notice of the cleaning until further information is known?

5) Should the written notice to the union representative include languages other than English?

6) If a public health entity notifies the employer of an exposure event, does it make sense to require that employer to provide written notice to a public health entity of the same event?

Additionally, how an employer finds out about a COVID-19 exposure is different than a normal occupational hazard. In theory, an employee could notify their employer and say they have a positive test. However, an employee does not need to do that - California has strict privacy protections to protect workers from divulging medical information.

Many employers are going to find out about a positive COVID-19 test or exposure event from a public health official (with a notice that will not include the worker's name) or the filing of a workers' compensation claim.

AB 664 passed the Senate Labor Committee on August 5, but there is much additional work that needs to be done on this bill for it to be workable for employers.

**Family Rights Act**

The last of the list of terrible bills being opposed by CPSA is SB 1383. SB 1383 expands the California Family Rights Act (CFRA) to allow employees to use unpaid job-protected leave to care for a domestic partner, grandparent, grandchild, sibling, or parent-in-law who has a serious health condition. Specifically, this bill:

1) Expands CFRA to cover

domestic partners, grandparents, grandchildren, siblings, and parents-in-law.

2) Defines "employer" as any person who directly employs five (5) or more persons to perform services for a wage or salary, or the state and any political or civil subdivision of the state and cities.

3) Requires an employer to maintain and pay for health coverage of an employee for the duration of the leave under the conditions that coverage would have been provided if the employee had continued employment continuously for the duration of the leave.

A coalition of employer organizations, including CPSA, argues, among other things, that it disproportionately impacts small employers in California with only five (5) employees, exposes small employers to costly litigation even for unintentional mistakes, imposes a significant administrative burden, and adds costs to small employers even though it is not paid. Employers in California, with between 5-10 employees, are limited in their ability to manage this leave and face a special challenge to cover those on leave since an inevitable effect of their size is that very few co-workers are available to cover the work when someone is absent. In addition, employers with only five (5) employees do not have a dedicated human resources team or in-house counsel to advise them on

how to properly administer this leave, document it, track it, obtain medical verifications, etc.

The coalition further argues this bill adds costs to small employers even though it is not paid. The leave is 'protected,' meaning an employer must return the employee to the same position the employee had before going out on leave. This means holding a position open for three months or more. While an employer can temporarily fill the position with a new employee, that replacement usually comes at a premium. Also, many jobs require an exten-

sive amount of time and money to train a new employee, adding another cost. Some employers shift the work to other existing employees, which often leads to overtime pay. And, most of the leaves of absence require employers to maintain health benefits while the employee is out.

There is a concerted effort to amend or defeat SB 1383 when it reaches the Assembly floor during the week of August 24. Until then, CPSA and others are working diligently with the author on acceptable amendments to the bill.

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\*\* This feature, "TIP for Pool Pro" is to provide you, the Pool professional tips to make your job easier and more productive. If you have any tips you would like to share for future newsletters please contact Linda Phillips 925-519-8265.

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# Closing Tips for Pools and Hot Tubs Every Service Professional Needs to Know

Here are tips every service pro should know when it comes to shutting down pools, spas and hot tubs for the season.

By Nicole Wisniewski

Not a single one of your customers wants to open their pool cover next spring to unearth green, slimy, algae-filled water or serious damage from freezing temperatures that result in costly repairs. What can help them avoid these nasty messes? Proper pool, spa and hot tub shutdowns. Closing pools right is an essential step in to avoid upset customers, and to ensure a smoother and faster reopening the next spring, which in turn helps ensure repeat maintenance business.

### Timing Is Everything

Many factors impact the timing of pool closings. The obvious ones are region and climate. But customer usage is also important. Since many pools have internal heating systems, they are suited for cooler weather usage well into the fall. This is especially true if they also have a nearby hot tub or spa where they can take a quick swim and then warm up in the tub. Therefore while the general practice in seasonal climates is to close pools in September, many

customers in these areas want to keep their pools open until October. However, any pool must be ready to close before the first hard freeze arrives. Properly shutting down pools, spas and hot tubs avoids damaged equipment and prolongs equipment life.

### Prep for the Close

To reduce downtime, properly prepare for your pool closing visit. This includes:

- Mapping out daily service routes that maximize your technician's time is important.
- Double-checking stock and equipment in the truck to ensure you have what you need no matter what challenges you might run into. Arriving to a customer's property only to realize you have to drive to a dealer or distributor to pick up a part you need is a huge time waster, impacting your profitability on that job.
- Your truck should be equipped with the essentials you need for most common occurrences during pool, spa and hot tub closings. Familiarize yourself with the common pools in your

area and the necessary replacement parts, as well as pool cleaning necessities. The checklist will vary from company to company but spending the time to make one for your specific business can save you a lot of wasted time and money down the road.

### Greet the Customer and Inspect the Property

You can set yourself apart from your competitors by creating customer connections with each visit, while continuing to take necessary precautions with regard to COVID

While maintaining proper distancing, you can still ring the doorbell, announce your arrival and introduce yourself. Ask the customer if he or she has any concerns. You should be wearing a company shirt or uniform with a clean appearance and truck to make a great impression

This is also a great time to walk around the yard, looking for anything else that might be a concern or safety hazard that you can alert your customer and team to. This includes fencing, plumbing, decks, pool drains and gate latch-

es, in addition to regular pool, spa and hot tub closing matters.

If you do observe an unsafe condition in connection with the pool or spa, make sure to notify the customer, in writing. An e-mail may suffice, but many companies utilize a form which can be completed in the field identifying the issue and recommending corrective action. Regardless of the means, make sure you keep a record of this communication.

### Check Water Chemistry

Balanced water chemistry is essential in starting the winterization process.

Remove all organic debris, such as leaves, sticks, algae and sand, as well as any pool toys from the pool. Clean it with the pool vacuum and thoroughly brush all surfaces, including walls, covers and floors. Empty the pump basket and scrub leftover scum off the liner. If the pool looks good enough for a party, it's clean enough to close.

The goal is to neutralize, balance and sanitize pool water before winter, so it's not green come spring. Test the pH and alkalinity levels. Balancing the water will prevent staining to interior finishes. Many experts also recommend the use of a stain preventive in some areas of the U.S. because of the length of time the pool is shut down.

At closing, pros usually prefer balancing the water in a positive LSI range, because as the temperature drops the LSI will drift downward. For chlorine and bromine pools, shock the water with chlorine to remove waste, kill bacteria and algae and remove other organic contaminants. You may also need to perform additional oxidation with a non-chlorine oxidizer.

Experts suggest the use of an EPA-registered algaecide due to the lack of winter filtration and use of certain cover types that

may allow sunlight and fine organic debris and contaminants to enter the pool water.

Always follow manufacturer recommendations for all chemical products and on the specific winterizing kits.

### Cleaning and Draining Matters

Clean the filter and drain the pump, filter, heater and chlorinating equipment, and empty the chemical feeders. Place the drain plugs in the pump basket so they are ready next spring.

Disconnect electrical power to heaters or heat pumps and make sure circuit breakers are off. Turn off pilot flame, main gas valve and gas supply to gas heaters. Turn off circuit breakers. Remove or cover pump housing motors in severely snowy areas.

Now comes the fun part. Pool, spa and hot tub pros know blowing the water out of the plumbing lines and plugging them is vital. No one wants frozen water in pipes to cause breakage. Use the proper equipment and procedures to do this work since pool equipment and lines cannot take excessive pressure—for instance, many prefer to use wet/dry shop vacuums and low-pressure air compressors.

Purge the water from plumbing lines until bubbles appear inside the pool. Don't leave out return lines, suction skimmer and main drain lines, as well as water features, solar heating, pool cleaners and slides. Blow air through suction main drain lines until bubbles appear in the pool and then plug the pipe topside or close the valve to the suction outlet. This creates an air lock in the line to prevent water from reentering.

Purge air from skimmer lines and then screw in a threaded expansion plug to prevent freezing water from expanding and cracking the skimmer. An appropriate plumbing tape on the

Continued on page 17

## \* IPSSA Education Fund \*

The IPSSA Board of Regional Directors unanimously approved the new guidelines for the IPSSA Education (formally Scholarship) Fund, February 7, 2020.

The IPSSA Education Fund: Advancing Professional Training and Education in the Swimming Pool and Spa Industry

### Guidelines

The IPSSA Education Committee is charged with identifying educational opportunities in all facets of the swimming pool and spa service and repair industry.

Individual and Class Scholarships through the IPSSA Education Fund are available to all self-employed pool professionals in Arizona, California, Florida, Georgia, Nevada, and Texas

Funding is provided to applicants who have completed qualified classes.

In accordance with these guidelines, the following classes qualify (not exclusive):

- Industry Trade Show education offerings
- Certified Pool Operator (CPO)
- Aquatics Facility Operator (AFO)
- Contractor license schools
- Manufacturer-sponsored courses
- College-level courses in: Bookkeeping, accounting, computers, and chemistry
- Trade-school courses in: Plumbing, electrical and mechanical

Based upon the determination of the Committee, other courses may qualify for funding.

Individuals that received a discount on classes sponsored by IPSSA are not eligible for reimbursement.

Applicants may apply two times a per calendar year, up to \$200 per class instruction for individuals. Maximum two submittals per calendar year.

Class instructors may apply two times per calendar year, up to \$200 per student with a maximum of \$4,000. Maximum two submittals per calendar year.

Eligible individuals may to download the application from [ipssa.com](http://ipssa.com) or email [info@ipssa.com](mailto:info@ipssa.com). Applications are reviewed quarterly by the Education Committee.

For questions about the program, please inquire at [info@ipssa.com](mailto:info@ipssa.com) or call 888-360-9505 xt. 2.

### Mission Statement:

IPSSA Scholarship [Education] Fund is to advance professional training and education of the Self-Employed Swimming Pool and Spa Service and Repair Professional by subsidizing group classes that will expand his/her knowledge of their profession.

For more information, please visit [www.ipssa.com/resources/IPSSA\\_education\\_fund](http://www.ipssa.com/resources/IPSSA_education_fund). There you will find details and application.

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## Pool Upgrades

Continued from page 10

### Automation

Ease and convenience are a priority for pool owners looking to make a pool upgrade, and nothing is more convenient than adding automation to a pool/spa system. Jandy® Pro Series features advanced automation with the AquaLink® RS system that enables total control of the backyard experience and integrates with home automation systems. Additionally, pool professionals and owners will enjoy anytime, anywhere management of up to 32 individual pool and spa functions from their mobile device using the iAquaLink™ app. With a single account you can control the functions of multiple pools—heating, lights, filtration, sanitation, and more—from a smartphone, tablet or computer. A simple touch of a button will warm up the temperature, flip on the water features, start the spa, or turn on the lighting. Not only is it convenient, it's incredibly efficient.

### Lighting

Older builds can get an instant makeover with the addition of modern mood lighting. You can add an aesthetic touch to backyard pools with simple lighting upgrades. Using energy-efficient LED lights, you can easily transform pool and water features into a light show that pool owners will love. Adding underwater LED lighting instantly elevates an existing pool design with a wide array of colors. Now, there's even a choice when it comes to basic white lights—Jandy Pro Series' new White LED Lights are available in two energy-efficient color temperatures—Daylight or Warm White—and are ETL listed for installation in Jandy as well as in most leading competitors' niches for an easy upgrade that will turn your customers' pools into a glowing, mood-lit oasis while using only 18 to 65 watts of power.

### Natural sanitizing methods

Take the hassle out of pool maintenance and make it easier for pool owners to spend their time relaxing in their pools, rather than working on it. Install a modern sanitization system that eliminates the need to manually add chlorine to keep their pool sparkling clean. A salt chlorinator, like Jandy Pro Series' TruClear®, not only makes their swimming water feel softer and silky smooth while reducing the "pool smell" created by chloramines, it provides the convenience customers crave, can be programmed to work less when the pool is not in use, and can be controlled from a smart phone using the iAquaLink™ app when combined with AquaLink® Automation Systems—making it even more efficient.

To further upgrade their sanitization system, a simple solution is to add Nature2®, which is made up of naturally occurring minerals, such as copper and silver, that fight bacteria and algae. While sanitization accessories such as Nature2 still require the use of chlorine to fully sanitize the pool, the minerals require little maintenance, help reduce the amount of chlorine needed and protect against algae growth while helping to keep pH in a neutral range and pro-long the life of your equipment—saving your customers money in the long-run.

### Energy-efficient pool heating

Many pool owners shy away from heating their pools because of the expense; however, with newer heating technologies, they can now enjoy extended use of their pool

without the high expense. Heat pumps and energy-efficient pool heaters can easily be added to existing pool pads. While heat pumps use what's naturally available—the hot weather—to capture the hot air outside and transfer it to pool water, advanced heaters like the JXi™ with VersaFlo save money by allowing owners to bypass the heat exchanger when there is no need for heat. Both options are a cost-efficient, resourceful and eco-friendly way to add weeks (sometimes months) to your customers' pool season.

These upgrades are a perfect way to introduce the latest technology and a new look to your customers' pools.

## Pool and Hot Tub Closing Tips

Continued from page 16

threaded fitting will ensure a water-tight seal.

Use a winterizing antifreeze intended for swimming pool use at your discretion to protect any residual water from freezing down to 10 degrees Fahrenheit.

### A Point About Water Levels

Regional differences (average rain and snowfall, for instance) and the type of pool cover (solid or mesh) will dictate the amount of water to drain from the pool.

Winter cover and pool manufacturers will provide water height recommendations to avoid freezing water from damaging tiles, liners and covers. Absent

such guidelines, typical practice is to drain water below skimmer mouths on pools and below returns on spas.

### Cover the Pool

Remove and clean ladders, handrails, diving boards, etc. before installing winter covers.

There are four main types of winterizing covers, and each have advantages and disadvantages. Utilize service tech manuals and manufacturer recommendations to ensure the pool water level reduction and cover installation are done properly.

Winterization can be a complex process, impacted by the

region's temperatures and precipitation. These factors, along with the specific pool, spa and hot tub products being used, will dictate your best practices to streamline closings, avoid damage and ensure smooth spring openings.

*You're a pro. That's why you're enhancing your knowledge on pool, spa and hot tub maintenance best practices like winterization. Demonstrate your commitment to your craft and stand out from your competitors by obtaining Pool and Hot Tub Alliance certification through PHTA University courses. Learn more at [www.phta.org/education](http://www.phta.org/education).*

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# IPSSA CHAPTER LISTINGS

**For Association information:** call Rose Smoot, Executive Director, (888) 360-9505 / • (888) 368-0432 FAX  
P.O. Box 3367, Rocklin CA 95677, E-mail: [rose@ipssa.com](mailto:rose@ipssa.com)

**Finance Team:** Frank McDonald – Finance Director, [frank@ipssa.com](mailto:frank@ipssa.com); Ian Bailey – Accounting, Phone: (888) 360-9505 x1, Email: [accounting@ipssa.com](mailto:accounting@ipssa.com);  
Shyann Brown – Membership Assistant, Phone: (888) 360-9505 x1, Email: [memberservices@ipssa.com](mailto:memberservices@ipssa.com)

**Insurance Billing:** [insurance@crampercpa.com](mailto:insurance@crampercpa.com); PO Box 2934, Rocklin CA 95677, 844-574-1134, Fax # 888-811-4502

**REGION 1 (NORTHERN CALIFORNIA)**  
*B.O.R.D. Member: David Hawes*  
(925) 828-7665  
E-mail: [david@hhpools.com](mailto:david@hhpools.com)

**CAPITAL VALLEY: (Sacramento):** First Wed., 7 p.m.  
VFW, 8990 Kruithof Way, Fair Oaks  
Pres. Scott Houseman (916) 638-4100  
[scott@leisuretimepool.com](mailto:scott@leisuretimepool.com)

**DELTA: (Stockton)**

Third Wed., 6:00 p.m., The Elks Lodge  
19071 N Lower Sacramento Road, Woodbridge  
Pres. Rick Plath (209) 456-1605  
[service@rickspoolservice.com](mailto:service@rickspoolservice.com)

**EAST BAY**

Third Tues., 6 p.m., Pleasant Hill Community Center,  
320 Civic Drive, Pleasant Hill  
Pres. David Luthy (510) 435-5252  
[townandcountrypool@comcast.net](mailto:townandcountrypool@comcast.net)

**EAST CONTRA COSTA**

Fourth Tues., 6:00 p.m., La Fuente Mexican Restaurant,  
642 1st Street, Brentwood  
Pres. Dale Vaughn (925) 759-3819  
[dalevaughn1176@comcast.net](mailto:dalevaughn1176@comcast.net)

**EL DORADO**

Second Thurs., 6:30 p.m., Shingle Springs Comm. Ctr.  
4440 S. Shingle Road, Shingle Springs  
Pres. Shawn Panico (916) 201-6245 / [www.edipssa.com](http://www.edipssa.com)

**ELK GROVE**

Second Wednesday, 7:00 p.m., Logan's Roadhouse,  
9105 W. Stockton Boulevard, Elk Grove  
Pres. Chris Bass (916) 704-1505  
[basspoolservice@gmail.com](mailto:basspoolservice@gmail.com)

**GOLD COUNTRY**

First Mon., 6:00 p.m., Sierra Grill Smokehouse,  
2515 Grass Valley Hwy., Auburn, CA  
Pres. Ryan Ruminson (530) 401-7346  
[ryanruminson@sbcglobal.net](mailto:ryanruminson@sbcglobal.net)

**MODESTO CENTRAL VALLEY:**

Third Tues., 6 p.m.  
El Rosal Restaurant, 3401 Monte Vista Ave.  
Pres. Albert Camarillo (209) 628-2717  
[acspoolserv@yahoo.com](mailto:acspoolserv@yahoo.com)

**SACRAMENTO CITY**

Fourth Wed., 7:00 p.m., Plaza Hofbrau  
2500 Watt Ave., Sacramento  
Pres. Kelli Carrillo (916) 730-7636

**TRACY:** Fourth Thurs., 6 p.m.,

Perko's Café, 1321 W. 11th Street, Tracy 95376  
Pres. Kevin McLard (209) 833-9200  
[kevin\\_m@klmpools.com](mailto:kevin_m@klmpools.com)

**WEST PLACER:** First Thurs., 5:30 p.m., Strikes

Bowling Alley, 5681 Lonetree Blvd., Rocklin CA 95765  
Pres. Bryan Soto (916) 258-5114  
[norcalpools916@gmail.com](mailto:norcalpools916@gmail.com)

**REGION 2 (CENTRAL CALIFORNIA)**  
*B.O.R.D. Member: Manuel Margain*  
(559) 307-1072  
E-mail: [manuelmargain1@gmail.com](mailto:manuelmargain1@gmail.com)

**BAKERSFIELD:** First Tues., 5:30 p.m.,  
Rusty's Pizza, 6675 Ming Ave, Bakersfield  
Pres. Beau Braisher (661) 332-4952  
[braisherpools@gmail.com](mailto:braisherpools@gmail.com)

**CENTRAL COAST**

Second Wed., 7 p.m., Mtgs alternate between  
N/S Co., Contact chapter Pres. for info.  
Pres. Ron Rusconi (805)549-7961

**CONEJO:** Second Wed., 7:30 p.m., Alpha Water  
Systems, 725 Cochran Street #A, Simi Valley  
Pres. Dennis Van Sloten, (805)813-6154  
[dvs10@live.com](mailto:dvs10@live.com)

**CONEJO VALLEY**

Second Wed., 6:30 p.m., Superior Pool Products  
1200 Lawrence Drive #400, Newbury Park  
Pres. Michael Flanagan (805) 444-7960

**FRESNO:** Fourth Tues., 7 p.m.

Roundtable Pizza at First & Bullard, Fresno  
Pres. Norm Carpenter, (559) 217-1228  
[ipssafresno@gmail.com](mailto:ipssafresno@gmail.com)

**SANTA BARBARA**

Second Mon., 6:30 p.m., Rusty's Pizza Parlor  
232 W. Carrillo, Santa Barbara (downtown)  
Pres. Joe Burich (805) 451-1963  
[mericks2001@yahoo.com](mailto:mericks2001@yahoo.com)

**VENTURA:** Third Tues., 7 p.m.

Poinsettia Pavilion, 3451 Foothill Rd, Ventura  
Pres. Max O'Brien (805) 794-6270 / [gotomax@att.net](mailto:gotomax@att.net)

**VISALIA:** Third Wed., 6 p.m.

Amigo's Cantina, 5113 W. Walnut Ave., Visalia  
Pres. Roman Gomez (559) 992-5779  
[romangomez1251@yahoo.com](mailto:romangomez1251@yahoo.com)

**REGION 3 (NORTH L.A. COUNTY)**  
*B.O.R.D. Member: Terry Snow*  
(909) 982-9962  
E-mail: [tls.pools@verizon.net](mailto:tls.pools@verizon.net)

**ANTELOPE VALLEY:** Second Monday, 6 p.m.  
SCP Antelope Valley, 4514 Runway Dr., Lancaster  
Pres. Steven Polovina (661) 236-6095  
[PolovinaPools@gmail.com](mailto:PolovinaPools@gmail.com)

**DIAMOND BAR:** First Thurs., 7:00 p.m., Oak Tree  
Lanes, 990 N Diamond Bar Blvd, Diamond Bar, CA 91765  
Pres. Rob Betts (626) 757-6707  
[rb.pooltime@gmail.com](mailto:rb.pooltime@gmail.com)

**FOOTHILL:** Third Thurs., 7:00 p.m.

849 Foothill Blvd. #4, La Cañada  
Pres. Jay Laughrey (818) 259-3001  
[jl55@aol.com](mailto:jl55@aol.com)

**SAN FERNANDO VALLEY**

Third Wed., 7:30 p.m. (March meeting is mandatory)  
Canoga Bowl, 20122 Vanowen, Canoga Park  
Pres. Rich Gallo (661) 803-9919  
[pureswim@gmail.com](mailto:pureswim@gmail.com)

**SAN FERNANDO VALLEY METRO**

First Tues., 7 p.m., Canoga Bowl, 20122 Vanowen,  
Canoga Park / Web site: [www.sfmetro.com](http://www.sfmetro.com)  
Pres. Eric Nielson (818) 577-0840  
[willowcreekpools@gmail.com](mailto:willowcreekpools@gmail.com)

**SAN GABRIEL VALLEY**  
Second Thurs., 7:00 p.m.  
PEP, 1862 Business Center Dr., Duarte, CA 91010  
Pres. Ron Hopwood (626) 806-4670  
[hoppypaa@hotmail.com](mailto:hoppypaa@hotmail.com)

**SANTA CLARITA VALLEY**  
First Thurs., 7:00 p.m.  
Vincenzo's Pizza, 24504 ½ Lyons Avenue, Newhall  
Pres. Glenn Bautista (661) 373-7167  
[glen.r.bautista@gmail.com](mailto:glen.r.bautista@gmail.com)

**REGION 4 (SOUTH L.A. COUNTY)**  
*B.O.R.D. Member: Adam Morley*  
(310) 493-3565  
E-mail: [adam@paradisepools.biz](mailto:adam@paradisepools.biz)

**CENTRAL LOS ANGELES**  
Second Mon., 6:30 p.m., Shin Beijing Restaurant,  
31010 W. Olympic Blvd, LA, 90006  
Pres. James Kim (213) 820-8705  
[jameskim315@gmail.com](mailto:jameskim315@gmail.com)

**EAST LONG BEACH**  
Second Tues., 6:30 p.m., Ecco's Pizza,  
2123 N. Bellflower Blvd, Long Beach  
Pres. Matt Mann (562) 420-9061  
[mpjmann@verizon.net](mailto:mpjmann@verizon.net)

**SOUTH BAY**  
Second Wed., 7 p.m., American Legion Hall  
412 S. Camino Real, Redondo Beach  
Pres. Rick Morris, (310) 755-5279  
[Rick-morris@sbcglobal.net](mailto:Rick-morris@sbcglobal.net)

**WESTSIDE**  
Second Tues., 6:30 p.m., American Legion Hall  
5309 S. Sepulveda, Culver City  
Pres. Rick Haro (310) 204-4327  
[rick@haropools.com](mailto:rick@haropools.com)

**WHITTIER:** First Wed., 7 p.m.  
Superior Pool Products in Santa Fe Springs  
Pres. Albert Navarro (562) 927-6757  
[academpools@yahoo.com](mailto:academpools@yahoo.com)

**REGION 5 (ORANGE COUNTY)**  
*B.O.R.D. Member: Mike Denham*  
(714) 891-6180  
E-mail: [denhampools@gmail.com](mailto:denhampools@gmail.com)

**ANAHEIM**  
Third Wed., 6:30 p.m.  
Roundtable Pizza, 12829 Harbor Blvd., Garden Grove  
Pres. Cal Pratt (949) 230-7462

**CENTRAL ORANGE COUNTY**  
Last Tues., 7 p.m., Coco's, 14971 Holt Ave., Tustin  
Pres. Mark Harrison (949) 874-8234  
[maharrison16@yahoo.com](mailto:maharrison16@yahoo.com)

**DANA POINT**  
Second Tues., 6 p.m., Coco's, Crown Valley and I-5  
Pres. Cliff Gross (949) 587-9773  
[cliffgross@cox.net](mailto:cliffgross@cox.net)

**MISSION VIEJO**  
First Tues., 6 p.m.  
Woody's Diner, 24321 Avenida De La Carlota,  
Laguna Hills, CA 92653

**NORTH ORANGE COUNTY**  
**ORANGE COAST**  
Last Monday, 5 p.m., Roundtable Pizza  
on Adams & Beach  
Pres. Rob Mangus (716) 318-1254  
[thonrath@hotmail.com](mailto:thonrath@hotmail.com)

**ORANGE COUNTY #9**  
Second Wed., 7 p.m., Dad Miller Golf Course  
North Gilbert Street, Anaheim  
Pres. Rob Tobias (714) 812-7993

**ORANGE COUNTY POOL PROFESSIONALS**  
Last Mon., 6:00 p.m.  
Claim Jumper Banquet Room, 18050 Brookhurst St.,  
Fountain Valley CA 92708  
Pres. Jim Romanowski (714) 404-2550  
[poolperfection1@aol.com](mailto:poolperfection1@aol.com)

**SOUTHWEST:**  
First Wed., 6 p.m., ABC Pools  
10560 Los Alamitos Blvd., Los Alamitos  
Pres. Ken Tipton (562) 430-8515

**SURF CITY**  
Third Tues., 6:30 p.m., Superior Pool Products,  
10865 Kalama River, Fountain Valley  
Pres. Frank Malavar (714) 960-3558

**TUSTIN/IRVINE**  
Second Tues., 6:00 p.m., P SOC Waterline  
Technologies,  
220 N. Santiago Street, Santa Ana  
Pres. Rich Foley (714) 974-1514

**YORBA LINDA**  
First Wed., 6:45 p.m., Lampost Pizza,  
21480 Yorba Linda Blvd. #D, Yorba Linda CA  
(call president to confirm mtg time).  
Pres. Jaime Aranda, (714) 746-5138  
[jaimearanda@sbcglobal.net](mailto:jaimearanda@sbcglobal.net)

**REGION 6 (INLAND EMPIRE)**  
*B.O.R.D. Member: John Dixon*  
(951) 316-1675  
E-mail: [waterwhisperer1@verizon.net](mailto:waterwhisperer1@verizon.net)

**CORONA:** Second Tues., 7:00 p.m., Marie Callenders  
160 E. Rincon St. (at Main St.), Corona  
Pres. Jennifer Meza (951) 833-0055  
[aquatechpoolservice@earthlink.net](mailto:aquatechpoolservice@earthlink.net)

**HEMET:** Third Wed., 6:00 p.m.  
Megabites Pizza, 1153 S. State St., Hemet, CA 92543  
Pres. Kenny Campbell (951) 733-4330  
[Kenny@WetworksPoolCare.com](mailto:Kenny@WetworksPoolCare.com)

**MENIFEE VALLEY**  
First Wed., 7 p.m. at My Buddies Pizza  
2503 E. Lakeshore Drive #A, Lake Elsinore  
Pres. Renee Marier, (951) 285-9672  
[mangopools@verizon.net](mailto:mangopools@verizon.net)

**ONTARIO/ RANCHO CUCAMONGA**  
Second Tues., 6 p.m., Location varies,  
please contact chapter president for more info.

Pres. Ron Goodwin (909) 989-0406  
[good2win@msn.com](mailto:good2win@msn.com)

**PALM DESERT**  
Third Thurs., 6 p.m./7 p.m., please check with pres.  
Sloan's, 81539 US Hwy 111, Indio CA  
Pres. Gary Kauber (760) 702-5865

**PALM SPRINGS:**  
First Wed., 5:00 p.m.  
Superior, 5700 Indian Springs Rd, Palm Springs  
Pres. James Elliott (760) 413-0463

**REDLANDS:** Second Tues., 6 p.m.  
Hickory Ranch, 32971 Yucaipa Blvd., Yucaipa  
Pres. Bill Brooks (909) 553-5780

**RIVERSIDE:**  
First Tues., 6:00 p.m., Cask N Clever,  
1333 University Ave., Riverside  
Pres. Nathan Smith (972) 296-7946  
[info@riversidepools.com](mailto:info@riversidepools.com)

**TEMECULA/MURRIETA**  
Third Wed., 7 p.m., Pat & Oscar's  
29375 Rancho California Rd., Temecula  
Pres. Scott Peterson (951) 255-4175  
[ipssascott@yahoo.com](mailto:ipssascott@yahoo.com)

**REGION 7 (SAN DIEGO COUNTY)**  
*B.O.R.D. Member: Michael Harris*  
(619) 395-6700  
E-mail: [barrowpoolsd@gmail.com](mailto:barrowpoolsd@gmail.com)

**CARLSBAD**  
Third Wed., 6:00 p.m.  
El Rancho Restaurant, 1565 N. Santa Fe, Vista  
Pres. Jonathan Dodge (760) 845-5501  
[jonathandodge@roadrunner.com](mailto:jonathandodge@roadrunner.com)

**ESCONDIDO**  
Third Wed., 6:30 p.m., Call for location.  
Pres. Bruce Smith (760) 741-3960  
[Bsmith1956@cox.net](mailto:Bsmith1956@cox.net)

**NORTH COUNTY COASTAL**  
Third Tues., 6:30 p.m.  
Brett's BBQ, 1505 Encinitas Blvd., Encinitas  
Pres. Aden Dunne (760) 801-5526  
[classicpools760@gmail.com](mailto:classicpools760@gmail.com)

**RANCHO DEL MAR**  
Third Mon., 5:30 p.m., Oggi's Sports,  
12840 Carmel Country Rd., San Diego, CA 92130  
Pres. Wayne Maynard (858) 361-8313  
[arrowheadpoolservice@yahoo.com](mailto:arrowheadpoolservice@yahoo.com)

**SAN DIEGO**  
Third Wed., 7 p.m., Admiral Baker Clubhouse,  
2400 Admiral Baker Road, San Diego  
Pres. Mark Curran (619) 269-3888  
[mtcurran@cox.net](mailto:mtcurran@cox.net)

**SAN DIEGO EAST COUNTY**  
Third Tues., 6 p.m.,  
Superior Pool Products, 1973 Friendship Dr., El Cajon  
Pres. Marc Impastato (619) 270-6617  
[info@bluebalancepools.com](mailto:info@bluebalancepools.com)

**SAN DIEGO METRO:**  
Fourth Thurs., 6:00 p.m.  
Sammy's Woodfired Pizza, 8555 Fletcher Pkwy  
La Mesa, CA 9194  
Pres. Bert Vexland (619) 913-9252  
[vexland@sbcglobal.net](mailto:vexland@sbcglobal.net)

**REGION 8 (SOUTHWEST)**  
*B.O.R.D. Member: Mike Lee*  
(480) 786-0687  
E-mail: [mountainsidepools@mac.com](mailto:mountainsidepools@mac.com)

**EAST VALLEY**  
Third Thurs., 5:45 p.m., Superior Pool Products  
2350 W. Broadway Rd. #110, Mesa  
Pres. Steve Ward (480) 213-0481  
[wardspool@yahoo.com](mailto:wardspool@yahoo.com)

**NORTH PHOENIX**  
Third Tues., 6 p.m., SCP  
18201 N. 25th Avenue, Phoenix AZ 85023  
Pres. William Goossen (623) 580-9802  
[goosse-man@cox.net](mailto:goosse-man@cox.net)

**SOUTHEAST VALLEY**  
Second Thurs., 5:30 pm, Superior Pool Products, 7330  
S. Atwood, Mesa, AZ  
Pres. Daniel Morris (480) 284-4296

**TUCSON:**  
Third Wed., 6:30 p.m.  
Superior Pool Products, 4055 N. Runway Drive.  
Pres. Perry Wingate (520) 429-0806

**WEST VALLEY**  
Third Wed., 6:00 p.m., Cloud Supply  
1100 N. Eliseo Felix Way, Avondale  
Pres. Trent Brumfield (623) 210-1615

**WESTERN LAS VEGAS**  
First Mon., 6:30 p.m. (excl. holidays)  
Vietnam Vets Hall, 6424 W. Cheyenne, Las Vegas  
Pres. Mike Ellison (702) 902-0557  
[coolhavenpools@gmail.com](mailto:coolhavenpools@gmail.com)

**REGION 9 (TEXAS)**  
*B.O.R.D. Member: Becky Clayton*  
(210) 240-3121  
E-mail: [beckyclayton@yahoo.com](mailto:beckyclayton@yahoo.com)

**AUSTIN:** First Tues., 6 p.m.,  
Cherry Creek Calfish Co.  
5712 Manchaca Rd, Austin  
Pres. Jerome Potter (512) 484-9093  
[atxpoolservice@gmail.com](mailto:atxpoolservice@gmail.com)

**CLEARLAKE:** Fourth Tues., 7:00 p.m.,  
Rudy's BBQ, 21361 Gulf Fwy, Webster  
Pres. David Potts (208) 887-6486  
[david@freedompools-texas.com](mailto:david@freedompools-texas.com)

**CORPUS CHRISTI**  
First Thurs., 6:30 p.m.  
SCP, 4630 Corona Drive, Corpus Christi  
Pres. Michelle Wilkinson (209) 604-6460  
[supply.mypool@gmail.com](mailto:supply.mypool@gmail.com)

**HILL COUNTRY**  
Third Tues., Komal Latin Grill,  
2550 Hunter Rd., San Marcos, TX  
Pres. Jascha Wood (512) 216-7663  
[azurepools@centurytel.net](mailto:azurepools@centurytel.net)

**HOUSTON:** Second Tues., 7 p.m.  
Pappys's Café, 11225 Katy Freeway, Houston  
Pres. David Queen (281) 807-5442  
[info@sparklingpoolserviceinc.com](mailto:info@sparklingpoolserviceinc.com)

**NORTH AUSTIN**  
Second Tues., 6 p.m., North Corn Harvest  
700 East Whitestone Blvd., Cedar Park  
Pres. Shane Applegate (512) 257-7665  
[happ512@gmail.com](mailto:happ512@gmail.com)

**NORTH HOUSTON**  
Third Tues., 7 p.m., IHop  
25619 Interstate 45, Spring  
Pres. Stephen Titone (281) 773-8643  
[Stitone2001@yahoo.com](mailto:Stitone2001@yahoo.com)

**SAN ANTONIO:** First Mon., 6:30 p.m.  
Longhorn Café, 17625 Blanco Rd., San Antonio, TX  
Pres. Jorge Martinez (210) 274-2465  
[jmpools@aol.com](mailto:jmpools@aol.com)

**WEST HOUSTON**  
First Tuesday, 7 p.m.: Spring Creek Barbeque  
21000 Katy Freeway, Katy, TX 77449  
Pres. Mark Uberecken (281) 799-9786  
[mark@unifiedpoolsolutions.com](mailto:mark@unifiedpoolsolutions.com)

**REGION 10 (BAY AREA SOUTH)**  
*B.O.R.D. Member: Stan Phillips*  
(925) 518-1718  
E-mail: [stan@aquacps.com](mailto:stan@aquacps.com)

**FREMONT**  
ZOOM MEETING - 2nd Mondays All Members /  
Guests (Jan-July) Board Officers (Aug-Dec)  
PIN: 885-8231-8347 P/W: BluePools1  
Contact President: [ipssafremont@gmail.com](mailto:ipssafremont@gmail.com)

**MID-PENINSULA**  
Last Tues., 7 p.m., Superior Pool Products  
2692 Middlefield Rd, Redwood City  
Pres. Justin Lindley (650) 863-6661  
[justinyourpool@gmail.com](mailto:justinyourpool@gmail.com)

**MONTEREY COAST:**  
Fourth Wed., 7:00 p.m.,  
85 Nielson St. Ste 201, Watsonville, CA 95076  
Pres. Terry Page (831) 297-2215  
[pinnaclepoolandspa@sbcglobal.net](mailto:pinnaclepoolandspa@sbcglobal.net)

**MARIN & SONOMA COUNTY**  
Third Wed., 7 p.m., Lucchesi Park, Petaluma Park,  
320 N. McDowell Blvd., Petaluma  
Pres. Darrell O'Neal (707) 217-1546  
[dandmpool@aol.com](mailto:dandmpool@aol.com)

**SANTA CLARA VALLEY**  
Third Thurs., 5:30 pm,  
SCP, 2036 Martin Ave Santa Clara, CA 95051  
Pres. Fred Doering (408) 685-8078  
[nexuspoolservice@gmail.com](mailto:nexuspoolservice@gmail.com)

**SILICON VALLEY**  
Every Other Wed., 5:30 p.m., Mountain Mikes Pizza,  
1724 Miramonte Ave., Mountain View  
Pres. David Guslani (650) 333-1351  
[dguslani@earthlink.net](mailto:dguslani@earthlink.net)

**TRI-VALLEY:** No meetings in July or August  
Pres. Gary Heath (925) 719-5334  
[gary@thepooldoctors.com](mailto:gary@thepooldoctors.com)

**REGION 11 (FLORIDA/GEORGIA)**  
*B.O.R.D. Member: Todd Starnier*  
(941) 915-2135  
E-mail: [tstarnier@tampabay.rr.com](mailto:tstarnier@tampabay.rr.com)

**GOLD COAST (Ft. Lauderdale area)**  
Second Tues., 6:30 p.m., Wings Plus,  
9880 W. Sample Rd, Coral Springs  
Pres. Ana Labosky (954) 224-7733  
[www.ipssagoldcoast.com](http://www.ipssagoldcoast.com);  
[president@goldcoastipssa.com](mailto:president@goldcoastipssa.com)

**NORTH GEORGIA:**  
Pres. Michael Leggett  
(770) 205-3131 / [michael@swimtech.com](mailto:michael@swimtech.com)  
Call or email for meeting information

**OSCEOLA (Kissimmee/Orlando)**  
Second Wed., 6:30 p.m.  
Fat Boy's Restaurant, 2512 13th Street, St. Cloud  
Pres. Diane Fowler (407) 460-6680  
[poolady2001@gmail.com](mailto:poolady2001@gmail.com)

**PORT CHARLOTTE**  
Fourth Wednesday, 6:30 p.m., Buffalo Wings & Rings,  
1081 W. Price Blvd. North Port  
Donna GilDeMadrid (941) 626-3968</

# Associate Members

For more information about our associate members, please visit their web sites. If company representatives are available to speak at chapter meetings, their topics and geographic availability is indicated.

## TITANIUM PARTNERS



**BLUE-WHITE INDUSTRIES**  
5300 Business Drive, Huntington Beach, CA, 92649  
David Koch, Director of Sales  
Tel (714) 893-8529 Ext. 309  
Fax (714) 894-9492  
www.blue-white.com  
Blue-White Industries is a leading manufacturer of chemical metering pumps



**HASA, INC.**  
www.hasapool.com  
Rick Sawin  
RickSawin@HASApool.com  
Randy Johnson  
RJohnson@HASApool.com  
661-259-5848  
Liquid swimming pool chemicals, dry chemicals, pool and spa specialty chemicals.

## PLATINUM PARTNERS



**ARROW INSURANCE SERVICE\***  
www.arrowinsuranceservice.com  
Ray Arouesty  
ray.arouesty@hubinternational.com  
General information and certificate requests: 800-833-3433 / Insurance billing information: 844-574-1134  
Insurance issues



**HAYWARD POOL PRODUCTS INC.\***  
www.haywardnet.com  
909-594-1600  
Fred Manno / fmanno@haywardnet.com  
John Rodriguez / jrodriguez@haywardnet.com  
Bob Seward / bseward@haywardnet.com  
Manufacturer of swimming pool equipment.



**LESLIE'S SWIMMING POOL SUPPLIES**  
www.lesliespool.com  
480-527-7494 Nationwide  
Jeff Manno / jmanno@lesl.com  
Aaron Wax / 480-469-7504 / awax@lesl.com  
Isaac Crouch / 909-964-2108 / icrouch@lesl.com  
Supplier of all pool and spa equipment, parts, chemicals and maintenance items



**ZODIAC POOL SYSTEMS INC.**  
www.zodiacpoolsystems.com  
800-822-7933 X3323  
Mike Giddens / mgiddens@fluidra.com  
Zodiac, Jandy Pro Series, Polaris, Nature 2 Products

## GOLD PARTNERS



**AQUA STAR POOL PRODUCTS INC.**  
www.aquastarpoolproducts.com  
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Todd Pieri / toddp@aquastarpoolproducts.com



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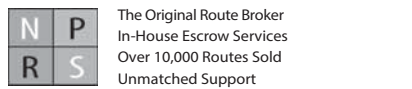
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